

Withdrawing an Application or Requesting a Refund

1. Go to [Accela Citizen Access](https://aca.sanantonio.gov/CitizenAccess/Default.aspx) (ACA) and **Login**.

aca.sanantonio.gov/CitizenAccess/Default.aspx

CITIZEN ACCESS
for SAN ANTONIO

Welcome to the City of San Antonio

[Announcements](#) [Register for an Account](#) [Login](#)

Search...

Home Land Development Building Fire

Advanced Search

User Name or E-mail: Password: [Login »](#)

☐ Remember me on this computer [I've forgotten my password](#) [New Users: Register for an Account](#)

We recommend using Firefox, Chrome, Edge or Safari to ensure receiving the best user experience. For additional browser settings visit our [ACA Settings page](#).

Click [here](#) to complete a Garage/Yard Sale permit application. Registering for an online account is not necessary.

Welcome to the City of San Antonio Customer Portal

We are pleased to offer our customers access to online services, 24 hours a day, 7 days a week.

2. Click on ***My Records***.

CITIZEN ACCESS
for SAN ANTONIO

Welcome to the City of San Antonio

[Announcements](#) [Logged in as: Joel Cantu](#) [Collections \(1\)](#) [Account Management](#) [Logout](#)

[Create an Escrow Account | Amend Escrow Account\(s\)](#)

Search...

Home Land Development Building Fire

Dashboard **My Records** My Account Advanced Search

Welcome Joel Cantu
You are now logged in.

What would you like to do today?
To get started, select one of the services listed below:

Withdrawing an Application or Requesting a Refund

- Find the **Record Number** you want to withdraw. Click on **Amendment** under the **Action** column.

Create an Escrow Account | Amend Escrow Account(s)

Search...

Home Land Development Building Fire

Dashboard My Records My Account Advanced Search

Land Development

Showing 1-10 of 19 | Export results | Add to collection

<input type="checkbox"/>	Date	Record Number	Record Type	Description	Project Name	Expiration Date	Created By	Status	Action	Short Notes
<input type="checkbox"/>	03/26/2021	ZONING-ZV-2021-13300028	Zoning Verification		Cantu		jcantu37	Under Review	Pay Fees Due Amendment	
<input type="checkbox"/>	03/23/2021	ZONING-Z-2021-10700009	Change of Zoning				larryodis1	Under Review	Amendment	
<input type="checkbox"/>	03/05/2021	ADDR-AVAA-21-10100094	Address Verification and Assignment		test of business name		larryodis1	Under Review	Pay Fees Due Amendment	
<input type="checkbox"/>	03/03/2021	ADDR-AVAA-21-10100093	Address Verification and Assignment				larryodis1	Under Review	Amendment	
<input type="checkbox"/>	03/03/2021	LAND-PLAT-21-11800019	Major Plat		In Possession Time test after the fix	03/03/2023	larryodis1	Under Review	Amendment	
<input type="checkbox"/>	03/03/2021	ADDR-AVAA-21-10100092	Address Verification and Assignment		delegate test		jcantu37	Under Review	Amendment	

- Select the radio button labeled **Withdrawal or Refund Request** and press **Continue Application**.

Home Land Development Building Fire

Search Applications Create an Application

Select an Amendment Type

Choose one of the following available amendment types.

If you are a delegate on a record and do not see the "Add/Remove Contact" or "Withdrawal or Refund Request" amendment types, please click [Amendment Creation](#) to create the amendment application.

Search

☐ Add/Remove Contact

☒ Withdrawal or Refund Request

Continue Application »

Withdrawing an Application or Requesting a Refund

Common Reasons to Withdraw a Record / Application or Request a Refund

- Duplicate record created
- No longer need record or permit
- Changes to project or permit that result in a lower fee amount

5. The field labeled *Parent Record Number* should be pre-filled. **Select *Continue Application*.**

The screenshot shows a web application interface for a 'Withdrawal or Refund Request'. At the top, there is a navigation bar with tabs for 'Home', 'Land Development', 'Building', and 'Fire'. Below this is a sub-navigation bar with links for 'Dashboard', 'My Records', 'My Account', and 'Advanced Search'. The main heading is 'Withdrawal or Refund Request'. Below the heading is a progress bar with six steps: 1. Change Information (highlighted in yellow), 2. Required Information, 3. Application Information, 4. Review, 5. Validate Fees, and 6. The current step is 'Step 1: Change Information > Change Information'. A note indicates that an asterisk (*) indicates a required field. The form has a blue header section labeled 'Custom Fields'. Below this is a section titled 'RECORD INFORMATION' which contains a field labeled '*Parent Record Number:' with the value 'ZONING-ZV-2021-13300028'. A blue arrow points to this field. At the bottom of the form, there are two buttons: 'Save and resume later' (orange) and 'Continue Application »' (blue).

6. You will default as the **Applicant**. **Select *Continue Application*.**

Withdrawing an Application or Requesting a Refund

Withdrawal or Refund Request

1 Change Information 2 Required Information 3 Application Information 4 Review 5 Validate Fees 6

Step 2: Required Information > Contacts

If paying by "Escrow", please ensure the "Escrow Owner" is listed on the application. If you are authorized to use this Escrow Account, please ensure you are listed as an "Authorized Agent".

* indicates a required field.

Contact List

To add or edit your Contacts demographic information, go to your Account Management page.
After adding the contact to your application, if you wish for one of them to opt-out of receiving emails, please make this selection within each contact by using the Edit button next to those specific contacts.

Showing 1-1 of 1

Full Name	Business Name	Contact Type	Work Phone	Fax	E-mail	Action
Joel Cantu		Applicant			joel.cantu@sanantonio.gov	Edit

Save and resume later Continue Application »

7. The following 3 fields (***Application Name, General Description, and Detailed Description***) are not required, but can be used to communicate information to staff.

Withdrawal or Refund Request

1 Change Information 2 Required Information 3 Application Information 4 Review 5 Validate Fees 6

Step 3: Application Information > Application Detail

* indicates a required field.

Detail Information

Application Name:

General Description:

Detailed Description:

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8. The two fields (***What is your Request and Description of Request***) are **Required** and must be completed to continue. **Fill** them in and **Select** ***Continue Application***.

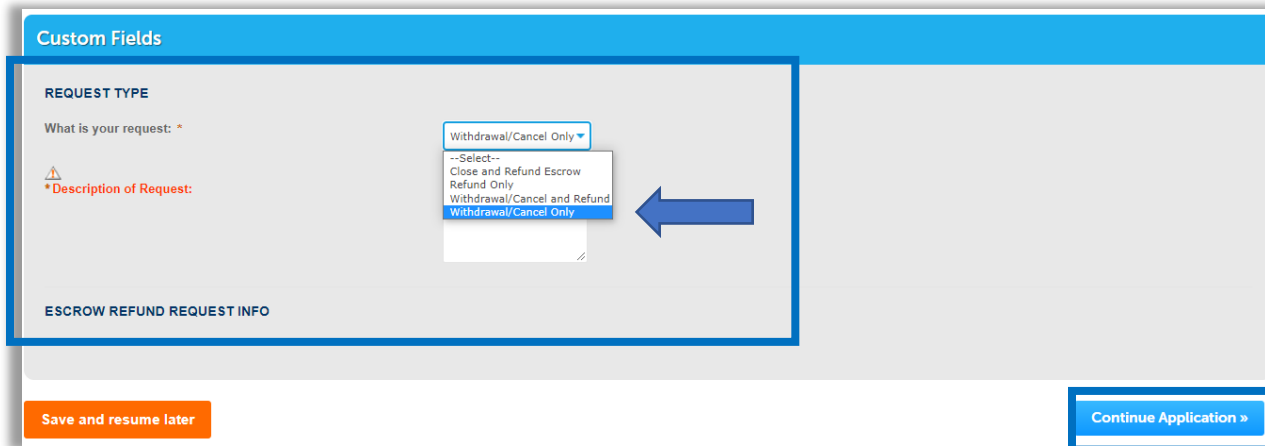
Overview of Different Withdraw/Refund Request Types

****Note* A fee is generated to close an Escrow Account or to process a refund.***

Withdrawing an application does not generate a fee.

- **Close and Refund Escrow** – This request closes your ***Escrow Account*** and Refunds the ***Escrow Balance*** to you.
- **Refund Only** – This request allows you to select a fee(s) to be refunded on a record, application, or permit, and keeps the record active (open).
- **Withdrawal/Cancel/and Refund** – This request should be selected if you have paid fees on a record, application, or permit and want to withdraw/cancel and initiate a refund.
- **Withdrawal/Cancel** – This request is intended for records, applications, or permits where fees have **not** been paid, or do not qualify for a refund. Record will be withdrawn (closed).

Withdrawing an Application or Requesting a Refund



Custom Fields

REQUEST TYPE

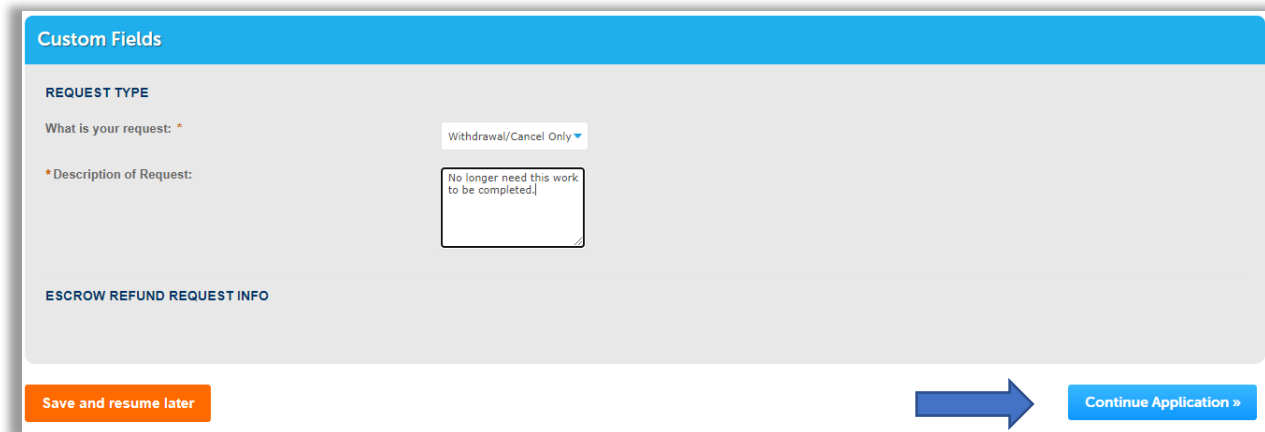
What is your request: *

*Description of Request:

ESCROW REFUND REQUEST INFO

Save and resume later

Continue Application »



Custom Fields

REQUEST TYPE

What is your request: *

*Description of Request:

ESCROW REFUND REQUEST INFO

Save and resume later

Continue Application »

9. Attach supporting documents. **Select Add, Select Add** again to find files within your computer. To close an Escrow account, you will need to submit the **Document Type 'Request to Close Escrow Letter.'** Select appropriate **Document Type** and Click **Save. Select Continue Application.**

Withdrawing an Application or Requesting a Refund

Withdrawal or Refund Request

1 Change Information 2 Required Information 3 Application Information 4 Review 5 Validate Fees 6

Step 3: Application Information > Documents

* indicates a required field.

Attachment

The maximum file size allowed is 80 MB.
html;htm;mht;mhtml are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
No records found.				

Add

Save and resume later

Continue Application »

File Upload

The maximum file size allowed is 80 MB.
html;htm;mht;mhtml are disallowed file types to upload.

Continue

Add

Remove All

Cancel

File Upload

The maximum file size allowed is 80 MB.
html;htm;mht;mhtml are disallowed file types to upload.

Plat Fees Receipt.pdf 100%

Continue

Add

Remove All

Cancel

10. The next page provides a review of your selections. You can **Select *Edit*** on any field to go back to that area and make revisions. Certify the application by clicking the checkbox at the bottom of the page. **Select *Continue Application***.

Withdrawing an Application or Requesting a Refund

Attachment

Edit

The maximum file size allowed is 80 MB.
html;htm;mht;mhtml are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
Plat Fees Receipt.pdf	Request to Close Escrow Letter	355.88 KB	03/29/2021	Actions

OATH: I swear or affirm that the statements contained in this application, including any attachments and related documents, to the best of my knowledge and belief are true, correct, and complete.
CERTIFICATION: I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application.

☒ By checking this box, I agree to the above certification.

Date: 03/29/2021

Save and resume later

Continue Application »

11. Your record is submitted.

Home

Land Development

Building

Fire

Dashboard

My Records

My Account

Advanced Search

Withdrawal or Refund Request

1 Change Information

2 Required Information

3 Application Information

4 Review

5 Record Issuance

✓

Your application has been successfully submitted.
Please print your record and retain a copy for your records.

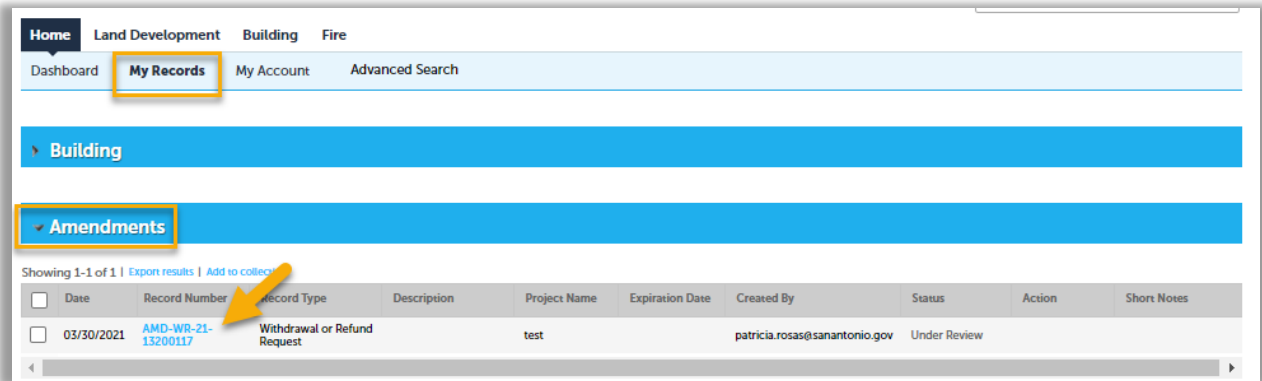
Thank you for using our online services.
Your Record ID is AMD-WR-21-13200118.

You will need this Record ID to check the status of your application or to schedule/check results of inspections. Please print a copy of your record for your files.

Your application has been submitted for review by the City of San Antonio Development Services Department.
You may contact the Development Services Department at their offices or by phone.
Cliff Morton Development and Business Services Center
1901 South Alamo Street
San Antonio, TX 78204
Phone: 210.207.1111
Hours: 7:45 am - 4:30 pm (Mon - Fri)
Closed on City Holidays

Withdrawing an Application or Requesting a Refund

12. Go to **My Records** for additional tracking. Click arrow to the left of Amendments to open the category. Find the record. To view the status, click the Record Number blue text link.



The screenshot shows the BuildSA web application interface. The top navigation bar includes links for Home, Land Development, Building, and Fire. Below this, a secondary navigation bar highlights 'My Records' (indicated by an orange box), with other options like Dashboard, My Account, and Advanced Search. The main content area is titled 'Building' and features an expanded 'Amendments' category (also indicated by an orange box). Below the category, a table displays a single record. An orange arrow points to the blue text link 'AMD-WR-21-13200117' in the 'Record Number' column. The table columns include Date, Record Number, Record Type, Description, Project Name, Expiration Date, Created By, Status, Action, and Short Notes.

<input type="checkbox"/>	Date	Record Number	Record Type	Description	Project Name	Expiration Date	Created By	Status	Action	Short Notes
<input type="checkbox"/>	03/30/2021	AMD-WR-21-13200117	Withdrawal or Refund Request		test		patricia.rosas@sanantonio.gov	Under Review		